

Results Summary

DEL “Licensing Reboot” Survey #2

July 2010

The “licensing reboot” is a simple way for DEL to hear from licensed child care providers and our own licensing staff, and make improvements as needed. Each month, we are asking providers and licensors for input on a different topic via online survey.

What we asked in July

How DEL licensors and licensed child care providers work together.

Who responded

120 providers (64 family home providers, 48 center providers and 8 school-age providers).

What we heard

Providers generally want...

- △ ...to feel a respectful and supportive relationship with their licensor with the mutual goal of safe, healthy care for all children.
- △ ...more input into development of licensing rules and consistency in interpretation/enforcement of rules.
- △ ...licensors to respond to calls and e-mails quickly (many providers asked whether we have adequate staffing to respond to caseload).
- △ ...to feel encouraged to ask questions/seek support.
- △ ...to feel respected as a professional.
- △ ...more information on changes to rules, policies and forms.
- △ ...DEL leaders to ensure licensing is consistent around the state.

How we’re using your input

- △ Survey results are being shared with DEL leaders and staff.
- △ Information from this survey will be considered while finalizing new training for licensors (modules currently being created).
- △ DEL is looking at creating a more formal “mentoring” process that matches new licensing staff with a more experienced licensor.
- △ DEL leaders will continue to reinforce the agency belief that licensing (as with all our work) is child-focused and meant to ensure high-quality, safe and healthy early learning opportunities for all children.



www.del.wa.gov/reboot